

NETWORK MANAGER REPORT



DECEMBER 2002

SUBMITTED BY Winn McInnis, General Manager

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OVERVIEW

Marketing/Operations

December proved to be a productive month. We were able to hire two new employees, take two new services to production and all of our Department of Public Safety “big 13” customers are testing point-to-point access for online driver records request. Our pipeline of new business grew to include two new agencies that have exceptional goals for improved service through online applications.

Other highlights during the month were:

- Three of our “big 13” DPS subscribers will be ready to access records the end of the first week of January.
- Governor Riley’s transition team has a copy of the Alabama Interactive transition document, which explains our background and goals, as well as state goals for electronic government and Alabama’s overall progress.
- The Department of Revenue sales and use tax payment application went live.
- Beginning project definition phase of license renewal for the Board of Chiropractic Examiners.
- The Real Estate Commission’s online certification service went live.
- Continued follow-up with our pipeline for new agency partnerships including the Alabama Administrative Office of Courts, State Banking Department, Board of Home Builders and the Board of Pardons and Paroles.
- With Warren and Co. staff, beginning project definition phase of marriage and family therapists license renewal. Warren and Co. is the private company that handles the administrative functions for 5 Alabama Boards.
- Pre-project planning for the Federal Mining⁹⁷ Project with the Department of Environmental Management.

Development

We are working closely with the Secretary of State to provide an online UCC filing application that will give SOS the ability to receive UCC filing data in an electronic format, thus saving SOS resources when processing the paper forms. This application is undergoing development to define the communication protocol between SOS and AI. We are also incorporating a few additional changes that SOS has requested.

The development team is working with our corporate developers to create a DPS application that will allow users to submit interactive and batch MVR requests. The application will allow users to track their usage as well as provide a reporting mechanism for DPS to monitor the requests. The application will also have a billing module that will enable AI to invoice the customers using this service. We are currently undergoing User Testing with this application.

We are working with the Department of Revenue to provide an online Income Tax Lookup application. This application will give Alabama citizens the ability to check on their income tax status. The application will interface with the Department of Revenue's mainframe to access the income tax records. We are currently working to bypass a problem we were having accessing the IMS application.

We have begun preliminary discussions with ADEM to provide an interactive application that will give Alabama citizens and companies the ability to notify ADEM if their construction plans will possibly contaminate a water source.

PROJECT REPORT

COMPLETED!

Application	Agency	Description	Status
Renewal of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to renew their license online. They can also change their address and personal information.	This application is complete and in production.
Reactivation of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reactivate their license online.	This application is complete and in production.
Reinstatement of Nursing Licenses	Alabama Board of Nursing	This application allows nurses to reinstate their license online.	This application is complete and in production.
Renewal of Real Estate Licenses	Alabama Real Estate Commission	This application allows for the renewal of licenses online by real estate agents, realtors and brokers.	This application is complete and in production.
Broker/Agent Certification	Alabama Real Estate Commission	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is complete and in production.
Sales, Use and Lodging Tax Filings	Department of Revenue	This application allows Alabama businesses to report and pay sales, use and lodging taxes online	This application is complete and in production.
Payment Portal Merchant Service Agreement	Secretary of State	This will allow SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.
UCC (Uniform Commercial Code) Filings	Alabama Secretary of State	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	This application is complete and is currently in testing. Production date is scheduled for January.

IN DEVELOPMENT . . .

Application	Agency	Description	Status	Target Date
Payment of Parole and Restitution Cost	Alabama Board of Pardons and Parole	This application will allow parolees to pay restitution fines online	This project is still in the preliminary stage.	End of January 2003
Electronic Access to Motor Vehicle Records	Alabama Department of Public Safety	This application provides electronic access to certain motor vehicle records	This application is in the spec gathering stage	Application interface and connectivity are complete. Finishing final stages of development and testing. Planned release of December 15.
Address Change	Alabama Real Estate Commission	This application allows for the changing or updating of addresses and personal information.	This application is still in development.	TBD
Refund Status for Individual Income Tax	Alabama Department of Revenue	This application allows for users to check the status of their individual income tax filings online, 24/7.	Waiting to review requested data before development can begin.	January/February

IN PLANNING AND CONSIDERATION . . .

Application	Agency	Description	Status	Target Date
Renewal of License	Alabama Association of Bankers	This application allows for the renewal of licenses online.	Awaiting follow up.	TBD
Renewal of License	Alabama Board of Chiropractic Examiners	This application allows for the renewal of licenses and fee payment, online.	Pre-project planning.	September 2003
Hunting and Fishing Licenses/POS	Alabama Department of Conservation and Natural Resources	This application allows users to select from available permits and purchase them on-line.	This project is currently still in the proposal stage. The agency is looking for a total turnkey solution.	TBD
Payment of Court Cost	Administrative Office of Courts	This application allows Courts to accept payments by county via Internet.	This project is still in the preliminary stage.	January 2003
Federal Mining97 Project	Alabama Department of Environmental Management	This application allows for the online submission of the pre-construction watershed application	Waiting to review requested data before development can begin.	January/February
Renewal of Builders Licenses	Alabama Home Builders Licensure Board	This application allows for the renewal of licenses online. Allows for the editing of address and personal information.	This project is currently tabled. The agency said they would make contact when ready to proceed.	TBD

Renewal of Marriage and Family Therapists' License	Alabama Board of Examiners in Marriage and Family Therapy	This application will allow marriage and family therapists to renew their license and pay the renewal fee	Functional Specifications have been drafted and require agency approval.	September 2003
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Note: The agencies represented in "Planning and Consideration" are agencies that have committed wanting service provided by Alabama Interactive. Other agencies we have met with, but need internal follow up before continuing include: *Department of Education, Personnel Department, Alabama Real Estate Appraisers Board, Alcohol and Beverage Control Board, Board of Professional Engineers and Land Surveyors and State Banking Department.*

SERVICE REQUEST

Service Request #16

Alabama Board of Chiropractic Examiners Online License Renewal
Alabama Interactive requests and recommends this service for the Alabama Board of Chiropractic Examiners is added to the network as a **charge** service. Development for the Alabama Interactive Online Chiropractic License Renewal application is at no cost to the Alabama Board of Chiropractic Examiners.

Service Request #17

Alabama Board of Examiners in Marriage and Family Therapy Online License Renewal
Alabama Interactive requests and recommends this service for the Alabama Board of Examiners in Marriage and Family Therapy is added to the network as a **charge** service. Development for the Alabama Interactive Marriage and Family Therapists Online License Renewal application is at no cost to the Alabama Board of Examiners in Marriage and Family Therapy.

MONTH IN REVIEW

Total December Transactions:	3,291
Average Successful Request per Day:	107

OPERATIONS & ADMINISTRATION

Alabama Interactive Personnel

New hires:

Jing Li, a Masters-program graduate of the University of Alabama at Birmingham, has accepted a position as a developer. She will begin work on January 6, 2003.

Ms. Ardra Hutchinson has accepted the position of Office Administrator. Ms. Hutchinson will begin work on January 6, 2003.

OTHER BUSINESS/IN CLOSING

We are very excited about the progress we made in December. Our two new employees will certainly help us meet our goals for 2003. We have seen excellent response from our DPS subscribers and we are anxious to get them online in January. We look forward to continued growth in service catalog and team in 2003.

I would like to thank you for the guidance and support that you have shown us in 2002. We could not have accomplished so much without you.

As always, please feel free to call on me with any questions or comments.

I can be reached at 601-594-9490, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,

Winn McInnis